TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES;
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF;
ELIGIBILITY DETERMINATION DIVISION, OFFICE OF ELIGIBILITY
SERVICES, MARYLAND DEPARTMENT OF HEALTH SUPERVISORS
AND ELIGIBILITY STAFF

FROM: NICHOLETTE SMITH-BLIGEN, EXECUTIVE DIRECTOR, FIA
DEPARTMENT OF HUMAN SERVICES
DEBBIE RUPPERT, EXECUTIVE DIRECTOR, OES, MARYLAND
DEPARTMENT OF HEALTH

RE: PROCESSING LONG-TERM CARE APPLICATIONS IN myDHR

PROGRAM AFFECTED: LONG-TERM CARE MEDICAL ASSISTANCE

ORIGINATING OFFICE: OFFICE OF OPERATIONS

<u>SUMMARY</u>:

Effective July 1, 2017, customers and their authorized representatives will be able to apply for Long-Term Care (LTC) through the myDHR customer portal. In addition, all LTC applications filed in paper, by fax or mail must be data-entered into myDHR and tracked and monitored in the myDHR Long-Term Care Management Tool. As of now, this Action Transmittal (AT) pertains only to the Department of Human Services (DHS). Eventually, the Maryland Department of Health's Eligibility Determination Division will also use myDHR for LTC applications.

Important Note: This AT does not apply to Local Department of Social Services (LDSS) case managers in the following jurisdictions: Baltimore City, Baltimore County, Prince George's County and Anne Arundel County. LTC applications received in these four jurisdictions are to be forwarded to the DHS Bureau of Long-Term Care (BLTC).

The steps and images outlined in this document may vary as system enhancements are implemented. You may contact fia.policy@maryland.gov if you have system questions.

ACTION REQUIRED:

BLTC and all LDSS offices, other than the four listed above in the "Important Note" section, must ensure that all LTC Medical Assistance applications that are filed online through myDHR be accepted, brought into CARES via the VMEN immediately, and processed accordingly in CARES.

For applications that are filed by paper (in person, by fax or by mail), staff must data-enter the applications into myDHR as soon as possible, but no later than the second business day after the paper application is date-stamped. All paper applications must be immediately scanned and uploaded to ECMS. Please follow the process as outlined on the instructions job aid below.

The administrative process for handling applications has not changed. Eligibility is determined in CARES.

A separate Action Transmittal will be issued regarding tracking applications through the myDHR Long-Term Care Management Tool. A separate Action Transmittal will also be issued for Maryland Department of Health's Eligibility Determination Division for LTC cases.

The procedures below provide instructions for entering all paper applications into myDHR, whether entered the same day or after the date received.

NOTE: The date a paper application is **received and date-stamped** is the application date.

Entering a Paper Application into myDHR

Go to **myDHR using this link:**
https://mydhrbenefits.dhr.state.md.us
 Click on **Long Term Care Stand-Alone Application**

Long Term
Care
Stand-Alone
Application

In pop-up window click on:

START NEW LTC APPLICATION

Answer the 7 guidance questions as indicated below for **all** LTC paper applications received regardless of the exact answer so that you can move past this section for purposes of registering the paper application in myDHR:

1. Is the person applying for Long Term Care Medical Assistance currently in a nursing home?
   YES
2. How long is the nursing home resident expected to stay in the nursing home?
   I DON'T KNOW
3. Is the person applying for Long Term Care Medical Assistance receiving federal Medicare through the Social Security Administration?
   I DON'T KNOW
4. Does the person applying for Long Term Care Medical Assistance need help paying for the federal Medicare co-pays?
   I DON'T KNOW
5. Was the person applying for Long Term Care Medical Assistance residing in the hospital for at least 3 days immediately before transferring to the nursing home?
   I DON'T KNOW
6. Is the person applying for Long Term Care Medical Assistance now receiving rehab or skilled services in the nursing home?
   I DON'T KNOW
7. Does the nursing home resident currently receive Maryland Medicaid (Medical Assistance) or is the resident enrolled in a Maryland Medicaid Managed Care Organization (MCO)?
   I DON'T KNOW

Click on

☑ Start LTC Application

On the **myDHR Registration Screen** Click on

Continue Without Using My Email

On the **myDHR Account Registration** screen:
- Enter applicant's name in **Your Name** text boxes.
- Use applicant's <u>first initial</u> and <u>last name</u> as a **User Name.** (If an error message indicates that the user name is already taken, then use the first initial, middle initial and last name as the user name.)
- Use a simple reusable password as **Password** (it must contain at least one number)**.**
  Enter applicant's **Date of Birth.**

Click **on**   **☑ Register**

On the **CBO Sign In** screen, click **NO**. Then scroll down to the bottom of the screen to click **NEXT.**
Write on the paper application:
myDHR Control #

Continue to enter the information from the paper application in the correct sections on all screens. It is important that you enter ALL of the information provided on the paper application.

On the **Additional Information** screen enter:
LTC application entered by case manager's initials and District Number. Application signed by the name of the person and relationship of the person that signed the application.

On the **Application Summary** screen:
- Review what you have entered.
- Beneath the map, click **Yes** to the question asking if you have reviewed the information.
- Click on the **Rights & Responsibilities** box.

On the **Agreement** screen, click the boxes to agree with all of the statements. On the next screen, fill in the information for the person that signed the application. This would be the applicant, spouse and or authorized rep information.

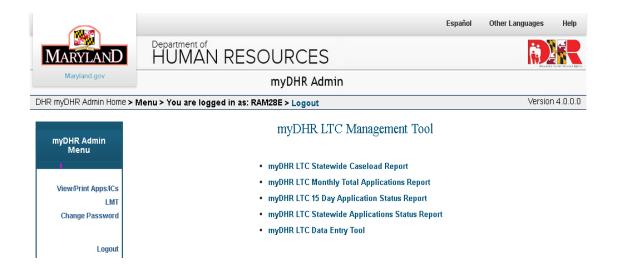Click the box for **I AGREE**.

Then click on

☑ Submit Application

On the **Application Submitted** screen, click on

Exit Application

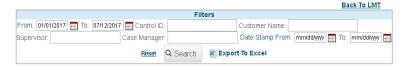Now that the application has been entered in myDHR you will enter information for tracking. Log into:

https://mydhrbenefits.dhr.state.md.us/myDHRAdmin/Admin/LMT.aspx

1. Click on LMT in the left navigation bar
2. Select myDHR LTC Data Entry Tool

3. Search the applications control number

4. Enter the Date Stamp date from the paper application. (This is the correct application date.)
5. Click on the **Save** icon in the Action column

ControlID	Jurisdiction	Application Filing Date	Applicant / HOH Name	DOB	Nursing Home Name	Supervisor	Case Manager	Date Stamp	Current 15-day status 6/30/2017	Action
S632125850	BLTC	07/03/2017	Test Test	07/01/1949		Please select ▼	Please select ▼	mm/dd/yyyy 🗓	N/A ⏱	🖪｜👁｜☑｜🖨

Pending the Application in CARES

1. Log into CARES and go to the VMEN screen on the CARES Main Menu.

2. Enter the control number of the application to be pended.

3. Enter "j" next to the control number. This will bring the information entered in myDHR in to CARES.

4. Continue the J-screening process as normal.

5. At the Informed Choice INCH screen in CARES, verify that the application date is the same as the date stamped on the paper application. If the date stamped on the paper application differs from the date on the INCH screen in CARES, please change the App Date to the date stamped on the paper application.

INQUIRIES

Please direct system questions to fia.policy@maryland.gov. Please direct policy questions to the Maryland Department of Health, Division of Eligibility Policy at 410-767-1463 or 1-800-492-5231 (select option 2 and request extension 1463).

cc: DHS Executive Staff
        FIA Management Staff
        Constituent Services
        Maryland Department of Health OES
        Help Desk